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Substitute for form 1449/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Sheet 2 of 3**Complete if Known**

Application Number	09/892,663
Filing Date	June 28, 2001
First Named Inventor	Smith et al.
Art Unit	2152
Examiner Name	Chankong, D
Attorney Docket Number	20009.0133US01 (BS00-354)

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
DC	21	US- 5,664,110	09/1997	Green et al.	
	22	US- 6,389,337	05/2002	Kolls et al.	
	23	US- 5,923,735	07/1999	Swartz et al.	
	24	US- 5,038,283	08/1991	Cavenay	
	25	US- 2002/0099642	07/2002	Schwankl	
	26	US- 2001/0016819	08/2001	Kolls	
	27	US- 4,905,163	02/1990	Garber et al.	
	28	US- 5,694,323	12/1997	Koropitser et al.	
DC	29	US- 6,101,472	08/2000	Giangarra et al.	
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FOREIGN PATENT DOCUMENTS

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		Examiner Name	Chankong, D
Sheet 3	of 3	Attorney Docket Number	20009.0133US01 (BS00-354)

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
DC	30	Derfler, Frank J et al, "How Networks Work", Millennium ed., Que Corp. 1/2000	
DC	31	White, Ron, "How Computers Work", Millennium ed., Que Corp. 09/1999	
DC	32	Gralla, Preston, "How the Internet Works", Millennium ed., Que Corp., 08/1999	

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Sheet 2 of 3

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
DC	5	"Return on Investment Model", web.archive.org webpage of Norand.com, Feb. 6 1998, pp. 1-5.	
	6	"Norand-Payback", web.archive.org webpage of Norand.com, Feb. 6, 1998, pp. 1-2.	
	7	"Norand-Products", web.archive.org webpage of Norand.com, Feb 6, 1998, pp. 1-5.	
	8	"Norand-Case Study", web.archive.org webpage of Norand.com, Feb. 1998, pp. 1-3.	
	9	Haugen, Dyan L.; Hill, Arthur V; "Scheduling to Improve Field Service Quality", Summer 1999, Decision Sciences, 30, 3: ABI/INFORM Global, pp. 783-804.	
	10	Freedman, David H; "Case Study: Gas Attack", Aug. 25, 1997, Forbes ASAP Supplement, pp. 45-52, Dialog 01485548 01-36536.	
	11	McCarthy, Vince, "The Transformation of the Public Network", March 20, 1995, Telephone, v228n12, pp. 88-100, Dialog 0100552196-54914.	
	12	Paz, Noemi M; Leigh, William; "Maintenance scheduling: Issues, results and research needs", 1994, International Journal of Operations & Production Management, v14n8, pp. 47-69, Dialog 00956565 96-05958.	
	13	Tseng, Paul C; Lewis, Malcom; "Best Practices and Design Tips", April 1999, Contracting Business, v56, n4, p2s84(1), Dialog 06305741 54514903.	
DC	14	Jewett, Dale.; "Service Call", July 21, 1997, Automotive News, p61, Dialog 05140584 47847132.	

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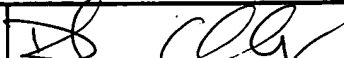
1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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DC	15	Southerland, Randy; "Not your typical garbagemon", Feb. 2000, Waste Age, 31, 2, ss50, Dialog 11970477 60110303.	
	16	"The Luxury Class Database", April 3, 1995, InformationWeek, n 521, p100+, Dialog 00593604 23168942.	
	17	Ivey, Mike; "Cub: Toughen Penalties vs. Ameritech", Sep. 7, 2000, Madison Capital Times, Madison, Wisconsin, p. 1E, ProQuest ID 59714682.	
	18	Jaffe, Charles; "Gas Supplier takes timing seriously if delivers are late, the product is free". Feb. 5, 1989. The Morning Call, Allentown, PA, p.D.01, ProQuest ID 92485879.	
	19	Lister, Karen; "Improvements cited in Portland cable service", July 21, 1995, Corpus Christi Caller Times, Corpus Christi, TX., Sec. B, p. 2, ProQuest 6892257.	
	20	"Norand-Field Service", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	21	"Norand-Training", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	22	Wood, Michael; "Fighting the paperwork nemesis", Mar. 1996, American Gas, v78n2, pp.32-33, Dialog 01179245 98-28640.	
	23	"Powering better customer service. (Boston Edison implements mobile computing solution)", May 1997, Communication News, v34, 5n, p50(2) Dialog 02070908 19414033.	
DC	24	Kosseff, Jeffrey; "Service Delays May Lead to AT&T Fine", Jul. 18, 2001, The Oregonian, Portland, OR., pg. C.01, ProQuest ID 75527844.	

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